

ORIGINAL

OPEN MEETING



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MEMORANDUM
RECEIVED

2010 JUL 14 P 2:59

TO: THE COMMISSION

FROM: Utilities Division

AZ CORP COMMISSION
DOCKET CONTROL

DATE: July 14, 2010

RE: COMMUNITY INFORMATION & REFERRAL - APPLICATION FOR DESIGNATION AS THE 2-1-1 SERVICE PROVIDER AND LEAD ENTITY IN THE STATE OF ARIZONA FOR 24/7 INFORMATION AND REFERRAL ACCESS TO HEALTH AND HUMAN SERVICES (DOCKET NO. T-00000A-10-0017)

On January 19, 2010, Utilities Division's Staff opened this docket at the directive of the Arizona Corporation Commission ("Commission" or "ACC") in order to treat a letter from Community Information & Referral ("CIR") as an Application by CIR for designation as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services.

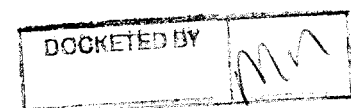
In the Application, CIR requests that the Commission establish by order that CIR is the 2-1-1 Service Provider and Lead Entity in the State of Arizona for 24/7 information and referral access to health and human services. According to the Application, Arizona needs the three-digit number 2-1-1 to help people in need access health and human services quickly. Arizona is one of three (3) states without a 2-1-1 call dialing designate to access the information and referral system for needed health and human service resources.

N-1-1 codes or abbreviated dialing codes are three-digit dialing codes (e.g. 2-1-1 or 5-1-1) that enable the caller to connect to a subscriber that otherwise would be accessible only via a seven or ten-digit telephone number. The first digit of an N-1-1 code can be any digit other than 1 or 0. The network must be pre-programmed in order for the three-digit code to be translated into the appropriate seven or ten-digit phone number and the call routed accordingly. There are only eight possible N-1-1 codes, namely:

- 2-1-1 - Community Information and Referral Services
- 311 - Non-emergency police and other Government Services
- 411 - Directory Assistance
- 511 - Traveler Information Services
- 611 - LEC repair and business offices
- 711 - Telecommunications Relay Services
- 811 - Blue Stake
- 911 - Emergency Services

Arizona Corporation Commission
DOCKETED

JUL 14 2010



On July 21, 2000, the Federal Communications Commission ("FCC"), in its Third Report and Order and Order on Reconsideration ("FCC 00-256") assigned the abbreviated dialing code 2-1-1 for access to community information and referral services and assigned the abbreviated dialing code 5-1-1 for traveler information services. According to FCC 00-256, "[i]ndividuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 9-1-1 for emergency assistance or 3-1-1 for non-emergency police assistance...a public need exists for an easy to use, easy to remember N-1-1 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance." By reserving "2-1-1" for community information and referral services, individuals will have a single number (2-1-1 in all geographic locations nationwide) to dial in order to be directed to the appropriate agency to meet their needs. Only community information and referral service providers are authorized to use and subscribe to 2-1-1 service.

The FCC directed that, when a provider of telecommunications services receives a request from an entity (e.g., CIR) to use 2-1-1 for access to community information and referral services, the telecommunications provider must: (1) ensure that any entities that were using 2-1-1 at the local level, prior to the effective date of the Order assigning 2-1-1 to community and information referral services, relinquish use of the code for non-compliant services, and (2) take any steps necessary (such as reprogramming switch software) to complete 2-1-1 calls from its subscribers to the requesting entity in its service area. The FCC expects community service organizations to work cooperatively to ensure the greatest public use of this scarce resource.

In Decision No. 64086, dated October 4, 2001, the Commission approved Qwest Corporation's ("Qwest") tariff for 7-1-1 service, with the non-recurring and recurring charges set at zero; and in Decision No. 65047, dated July 24, 2002, the Commission approved Qwest's tariff for N-1-1 services (2-1-1, 3-1-1 and 5-1-1), with the non-recurring and recurring rates set at Qwest's filed Total Service Long-Run Incremental Cost. The 2-1-1 tariff provides the subscriber (e.g. an association of social service agencies) with the ability to have calls to 2-1-1 routed to a location based on the location of the caller. In this example, the association of social service agencies would be the subscriber who is responsible for the actual implementation of the referral service and for the payment of Qwest charges for the services. Current one-time charges for 2-1-1 Service are \$162.41 per number that 2-1-1 calls are routed to and \$18.17 for each central office switch translation (programming to turn the 2-1-1 into a real seven or ten -digit telephone number). In addition, a per call charge of \$0.0012 applies. Qwest is responsible for the routing of "2-1-1" calls to the appropriate seven or ten -digit number based on the parameters provided by the subscriber. As stated above, the subscriber will be responsible for the payment of these charges with funds provided by the subscriber. There is no charge to an end user for a call to 2-1-1.

In 2004, Governor Janet Napolitano issued Executive Order 2004-03 to create a decentralized system of 2-1-1 call centers within the State. The Executive Order established the Governor's Council on 2-1-1 and the Governor's 2-1-1 Community Advisory Committee. The

Governor's Council was comprised of nine members which included the Directors of various State governmental agencies. The Governor's Advisory Committee on 2-1-1 was comprised of ten members from various cities, nonprofit entities, county government, and rural and tribal representation as well. CIR participated in this effort. However, the Arizona 2-1-1 Program was apparently defunded and shut down as of January, 2009. Nonetheless, CIR commits to work with the Council and Committee, in the event that the 2-1-1 Council and 2-1-1 Committee are reestablished or receive new funding at some point in the future, to address any concerns or issues that may arise in the provision of 2-1-1 in the State of Arizona. For additional information, see Attachment A.

Based on the information provided in this docket (including the numerous comments filed in the docket in support of CIR) and from Staff's review of other available material regarding 2-1-1 information and referral service, Staff concludes that public interest would be served by designating CIR as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services. CIR provides information and referral services statewide and has already subscribed to 2-1-1 in all Qwest territory within the State. Designating CIR as the 2-1-1 Service Provider, would efficiently bring community information and referral services to those who need them, providing a network for people to get access readily to assistance by dialing 2-1-1. 2-1-1 is to health and human services as 9-1-1 is to life/death emergency service. Designating CIR as the Lead Entity in Arizona, would enable CIR qualify for federal funding under the "Call for Act of 2009".

Therefore, Staff recommends that the Commission designate CIR as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services. Staff also recommends that to provide 2-1-1 access to end users in an Independent Local Exchange Companies ("ILEC") territory or to a Competitive Local Exchange Companies ("CLEC") end user, CIR be required to make appropriate arrangements with the ILEC or CLEC serving that territory. Staff further recommends that CIR be required to provide 2-1-1 information and referral service at no charge to end users. Staff further recommends that CIR, as the 2-1-1 lead entity for the State of Arizona, be required to file in docket control, a copy of all the reports that are required by the federal government (pertaining to the lead entity designation) on the program(s) funded by the federal government, not later than 60 days after the end of each fiscal year. Staff also recommends that CIR be required to engage in public service announcements or education informing end users of the availability of 2-1-1 information and

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referral service in the State of Arizona. Finally, Staff recommends that CIR be encouraged to work with the 2-1-1 Council and 2-1-1 Committee established in Executive Order 2004-03, in the event that they are reestablished or receive new funding at some point in the future, to address any concerns or issues that may arise in the provision of 2-1-1 in Arizona.

A handwritten signature in black ink, appearing to read 'Steven M Olea', with a stylized flourish at the end.

Steven M Olea
Director
Utilities Division

SMO:BNC:lhmm\MAS

ORIGINATOR: Blessing Chukwu

Community Information & Referral ("CIR")

CIR is an Arizona 501(c) (3) non-profit social service organization founded in 1964 and incorporated in 1979 that offers people in need a quick link to comprehensive up-to-the-minute information about and referrals to local health and human services available Statewide, 24 hours-a-day, 7 days a week, via sixty-nine (69) available local and toll free telephone lines.

CIR maintains a comprehensive Statewide health and human services resource database of over 2,800 social service organizations which include governmental, non-profit, and faith-based community service organizations offering over 14,000 social service programs. This health and human services resource database is also accessible on-line at www.cir.org.

CIR is supported by major financial contributions from the local United Way organizations and governmental entities as well some corporate and individual contributions.

According to the Application, CIR is one of over 1,200 information and referral service call centers in the United States and Canada and is the only *comprehensive*, 24-hour, free (bilingual), information and referral service provider in Arizona. The CIR call center is one of the 120 nationally accredited 2-1-1/Information and Referral Call Centers in the United States and Canada by the Alliance of Information & Referral Systems ("AIRS"), the nationally recognized 2-1-1/Information and Referral Service Provider accrediting organization. Thirty-three percent (33%) of the eligible CIR call center staff are AIRS Certified. CIR call center staff has access to a service that would provide 150 languages. The call center has 31 employees and approximately 5 volunteers are being utilized on a regular basis. It is anticipated that up to 60 employees and 15 volunteers will be utilized to assist with increased 2-1-1 call volumes during peak and seasonal information and referral service promotional campaigns such as flu season, free tax preparation assistance, or during declared statewide emergencies. Volunteer recruitment assistance from volunteer service organizations such as Hands-on Greater Phoenix and Certified Emergency Response Team ("CERT") will be on-going.

On average, the CIR 24-hour Help Hotline call center responds to over 270,000 calls for help from low to moderate income Arizona residents each year. Calls for unemployment assistance, affordable health care, domestic violence and homeless shelter, emergency utility assistance, foreclosure assistance, and food, are among the most common needs for which callers seek help.

Alliance of Information and Referral Systems ("AIRS")

AIRS is one of the Information and Referral Petitioners that filed a petition with the FCC for nationwide assignment of an abbreviated dialing code for access to community information and referral services, that resulted in FCC's assignment of 2-1-1 for community information and referral services. CIR is a founding member of the Alliance of Information and Referral Systems, an Arizona corporation incorporated in 1978.

AIRS is a professional association with 1,200 organizational and 200 individual members in the United States, Canada, including some oversees Military Family Center operations. AIRS

provides its members with national call center operational standards, management tools, training, accreditation and certification programs that are essential to the success and excellence of 2-1-1/information and referral call centers. AIRS organizational members reflect a diverse blend of comprehensive and specialized 2-1-1/Information and Referral service providers, older adult services, child care resource and referral agencies, crisis lines, libraries, military family service centers, volunteer centers, and a myriad of other health, disability, and issue-focused Information and Referral Service Providers across the United States, Canada, and some overseas Military Family Centers. The mission of AIRS is “to provide leadership and support to the membership to advance the capacity of a Standards-driven 2-1-1/Information and Referral Service Provider systems that “brings people and services together”.

AIRS has developed Operational Service Standards to both support the development and to measure the effectiveness of the Association’s member service levels. The standards address three service levels: performance, accessibility, and accountability. AIRS has established an agency Accreditation process to ensure that 2-1-1/information and referral service providers meet minimum requirements in order to become AIRS Accredited.

2-1-1/ Information and Referral Services in Other States

Arizona, Wyoming and Arkansas are the only three states that are not currently using the 2-1-1 dialing number as the number to call when seeking information about and referrals to health and human services. According to CIR, nearly 88 percent of the U. S. population can now dial 2-1-1 to obtain information about and referrals to health and human social service programs and organizations in their area.

There are over 1,000 2-1-1/Information and Referral Call Centers in the United States and Canada today. Information and referral service providers vary in staff, budget size, and hours of operation, but all information and referral service providers utilizing the 2-1-1 dialing number are available 24 hours a day, 7 days a week. Many 2-1-1/information and referral service providers are operated by the local United Way organization(s), local, county, or city governments, some are part of a library system, and some are stand-alone non-profit organizations. Funding support for information and referral services varies from locale to locale and funding for 2-1-1/information and referral services most often is provided by government sources, United Way, corporate support, philanthropic organizations, individual contributors, and/or organizational fund raising efforts. (See www.211us.org).

Information and Referral Systems in Arizona:

In addition to CIR, there are a number of localized information and referral service systems around the state which provide area specific or target-group focus information and referral services using custom software internet based systems containing local health and human service resource information to system users and/or on a limited service hour availability.

The following are some examples of these systems: The United Way of Yavapai County’s United Way Information Network (“UWIN”); Resource Action Network of Northern Arizona (“RANNA”); The United Way of Yuma County’s SNAP 2-1-1; Area Agency on Aging

(“AAA”) Senior Help Line Services; and Child Care Resource & Referral (The Association for Supportive Child Care and the Child and Family Resources, Inc.).

All resource service providers listed above, are working with or have expressed support for CIR’s 2-1-1/information and referral service provision. According to CIR, some have expressed interest in integrating their resource databases onto the 2-1-1 Arizona health and human services resource system in order to cut costs, improve their service delivery, and be included in the Statewide 2-1-1 information and referral system efforts.

2-1-1 Arizona Steering Committee/Coalition

CIR, in partnership with the Valley of the Sun United Way and other United Ways, established the 2-1-1 Arizona Steering Committee to address the lack of a 2-1-1 health and human service dialing number in Arizona. A 2-1-1 Arizona Steering Committee/Coalition was formed in August, 2009 to address this void. Currently, the 2-1-1 Arizona currently includes CIR, United Way Worldwide, Valley of the Sun United Way, United Way of Tucson and Southern Arizona, United Ways of Yuma and Yavapai County, United Way of Pinal and Gila Counties, United Way of Northern Arizona, other not-for-profit organizations, businesses, faith-based community organizations, and foundations. Mesa United Way has expressed interest in joining the Coalition.

To date, CIR and various Coalition members have conducted seven community forums (held in Yuma, Tucson, Show Low, Prescott, Casa Grande, Flagstaff, and the Maricopa County Faith-based Consortium) to obtain comment and input on the 2-1-1 implementation strategies. According to CIR, over 150 people attended the forums and provided input.

Additionally, the CIR Board of Directors has established the 2-1-1 Arizona Advisory Board comprised of all Coalition members. Both the CIR Board and Advisory Board are accepting nominations for membership consideration from anyone who is willing to assist with the 2-1-1 information and referral service system, its development, and success.

CIR Call Center Funding

CIR’s 24-hour Help Hotline’s Operating Budget for Fiscal Year 2009-2010 is \$711,799. The funding comes from the following sources: Valley of the Sun United Way (as main sponsor); Arizona Department of Health Services for H1N1 Hotline and Seasonal Flu Hotline; Maricopa County for the Childhood Immunization Hotline; The U S Department of Housing and Urban Development for CONTACS (Community NeTwork for ACcessing Shelter), the domestic violence and homeless shelter hotline in Maricopa County); Arizona Community Foundation; Nina Mason Pulliam Charitable Trust; City of Peoria; City of Tempe; City of Glendale; City of Phoenix; City of Chandler; City of Scottsdale CARES Program; Town of Gilbert; Community Voice Mail National; Arizona Public Service Company (“APS”), Salt River Project (“SRP”), and Southwest Gas in support of the Earned Income Tax Credit Hotline; Various Health Plans in support of the Statewide Flu Hotline; Philips Lifeline “Directory of Health and Human Services and Self Help Support Groups” sales income; and Blue Cross/Blue Shield of Arizona, CIGNA,

Health Choice, Health Services Advisory Group, Healthwaves, Mollen Immunization Clinics, Passport Health, Safeway in support of the Seasonal Flu Hotline.

CIR anticipates the funding for 2-1-1/information and referral for Fiscal Year 2010-2011 to be \$1,311,237 and plans to seek funding from various sources, including but not limited to the following sources: Arizona Diamondbacks, Pima County, Northern Arizona United Way, Coconino County, City of Flagstaff, City of Glendale, City of Phoenix, City of Tempe, City of Scottsdale, City of Good Year, City of Peoria, City of Chandler, City of Gilbert, City of Tucson, Mesa United Way, United Way of Tucson and Southern Arizona, Pima County, Valley of the Sun United Way, Arizona Republic – Season for Sharing, and other resources will be pursued including Calling for 2-1-1 Act of 2009 pending in the U S Congress.

Grants to Facilitate Nationwide Availability of 2-1-1 Service

To facilitate nationwide availability of 2-1-1 information and referral on human services and volunteer services, and for other purposes, the Senate and House of Representative of the United States of America in Congress assembled the “Calling for 2-1-1 Act of 2009” (“S-2-1-1”).

As proposed, S-2-1-1 will requires the Secretary of U.S. Department of Health and Human Services (“Secretary”), acting through the Assistant Secretary for Children and Families, to “award a grant to each State to carry out a program for the purpose of making 2-1-1 telephone service available to all residents of the State with phone service for information and referral on human services.”

A State may not be awarded a grant under the Calling for 2-1-1 Act of 2009 if it and/or the lead entity cannot ensure that 50 percent of the resources of the program funded by the grant will be derived from other sources. The 50 percent resource requirement may be satisfied by in-kind contributions in goods and services.

S-2-1-1 further requires that a State seeking such a grant shall carry it out through a community information and referral service lead entity (also known as a “2-1-1 Collaborative”). The community information and referral service lead entity shall be treated as the 2-1-1 Collaborative for a State if the community information and referral service entity meets the following criteria:

- A) exists for such purpose under State law;
- B) *exists for such purpose by order of the State public utility commission*; or
- C) is a collaborative entity established by the State for such purpose from among representatives of:
 - i) an informal existing 2-1-1 statewide collaborative, if any, in the State;
 - ii) State agencies;

- iii) community-based organizations;
- iv) faith-based organizations;
- v) not-for-profit organizations;
- vi) comprehensive and specialized information and referral service providers;
- vii) foundations; and
- viii) businesses.

According to S-2-1-1, an entity may be treated as a lead entity only if such entity collaborates, to the extent practicable, with the organizations and entities listed in (C) above. The lead entity, on behalf of each State seeking a grant, shall submit to the Secretary an application as required.

The lead entity of the State may make subgrants to such persons or entities as the lead entity considers appropriate for purposes of the program, including sub-grants to provide funds for (a) the provision of 2-1-1 telephone service, (b) for the operation and maintenance of 2-1-1 call centers, and (c) for the collection and display of information for the statewide database.

A recipient of a grant or subgrant is required to abide by the Key Standards for 2-1-1 Centers for Professional Information and Referral Providers established by AIRS Accreditation and Operating 2-1-1 System. According to CIR, its call center operations already meet these 2-1-1 National Standards and AIRS accredited.

S2-1-1 also will requires the lead entity of each State to submit to the Secretary, not later than 60 days after the end of each fiscal year, a report on the program funded by the grant.

In general, the Calling for 2-1-1 Act 2009 authorizes the appropriation of funds to make 2-1-1 service available. The authorized funds were to have been available for Fiscal Years 2008 and 2009 (\$150,000,000) and for each of Fiscal Years 2010 through 2013 (\$100,000,000). These funds remain available until expended once the Act is passed.

Need for ACC 2-1-1 Lead Entity Designation

The primary reasons why CIR is seeking 2-1-1 Lead Entity designation from the Arizona Corporation Commission are the following:

1. Firmly establishes a 2-1-1 service in the State to assist Arizonans who need help finding help for years to come;

2. Establishes a recognizable and well-respected Statewide information and referral service provider – Community Information & Referral, Inc.;
3. Qualifies CIR for “Calling for 2-1-1 Act of 2009” operations support funding when it becomes available;
4. Makes it easier for CIR to obtain support from potential fund sources for 2-1-1 services;
5. Garner greater support and cooperation from collaborative partners and health and human service providers;
6. 2-1-1 information and referral services will be provided in a uniform manner;
7. 2-1-1 information and referral services in Arizona will be compliant with national operating standards for 2-1-1 service providers established by Alliance of Information and Referral Systems;
8. Makes it easier for CIR to work with all telecommunication companies; and
9. Arizonans will have easy access to all health and human services by dialing 2-1-1 information and referral services.

Future Funding for 2-1-1 (Arizona)

CIR needs the 2-1-1 Lead Entity designation from the Arizona Corporation Commission in order to qualify for any Federal funding which may become available through the “Calling for 2-1-1 Act of 2009” when passed by the Congress and to make it easier to illicit public, corporate, philanthropic, and governmental support for the 2-1-1 information and referral call center.

2-1-1 services funding in the United States vary from state to state. Every 2-1-1 operation in the U S relies on financial support from a combination of state and/or local government, local philanthropic organizations, corporate, individuals, local businesses, faith-based community, endowments, United Way organizations, fundraising events, and individual contributions.

Like 9-1-1, 2-1-1 is a social utility, a service anyone in need can depend on and use. 2-1-1 information and referral services are available 24-hours everyday. According to CIR, at some point in the future, the 2-1-1 Arizona Coalition (i.e., 2-1-1 Advisory Board) and CIR Board of Directors would like to see 2-1-1 Arizona funded in the same way as the 9-1-1 service is funded, through a telephone user fee. CIR believes that based on a number of factors, including the anticipated 2-1-1 service call volume once 2-1-1 becomes available, the cost for funding a 2-1-1 service in this manner would be considerably less per month to each telephone service user than 9-1-1 is. The cost would not be more than \$0.05 - \$0.10 per month, per user, and inappropriate calls to the 9-1-1 emergency system can be diverted to 2-1-1, thus reducing costs for that system as well as keeping lines open for true 9-1-1 life/death emergencies.

While this 2-1-1 funding support idea is not now being utilized anywhere in the United States, CIR believes it is an innovative idea for future consideration. Arizona would be the first State in the country to secure this type of operations support funding for 2-1-1 information and referral services complimenting federal funding through the "Calling for 2-1-1 Act of 2009".

Collection of the potential 2-1-1 user fee could be managed in the same manner as fees for 9-1-1 are currently collected.

2-1-1 (Arizona) Services for Arizona Native Americans

CIR has had initial dialogue with a representative of the Inter Tribal Council of Arizona, Inc., to discuss ways in which 2-1-1 services should/can be provided to Native Americans. According to CIR, that representative expressed interest in engaging the 22 Arizona tribes in discussing the 2-1-1 initiative on tribal lands.

Roll-out of 2-1-1 (Arizona)

Currently, CIR has been assigned the 2-1-1 dialing number by Qwest. People dialing 2-1-1 in Arizona get a recording instructing them to visit the CIR website for health and human service information provided on the CIR on-line "Directory of Health and Human Services and Self Help Support Groups".

Once the ACC designates CIR the 2-1-1 Lead Entity in the State, CIR intends to activate the 2-1-1 dialing number for use by the general public. CIR will use the ACC lead entity designation to continue fund development efforts in order to increase call center response capacity from 13 call response agents to 26 in order to accommodate the anticipated increase in call volume. The 2-1-1 Arizona Advisory Board and the CIR Board of Directors will assist with these fund development efforts. CIR will continue to advocate for passage of the Calling for 2-1-1 Act of 2009, continue efforts to expand its current operations incorporating the latest telephony and re-introduce an improved internet health and human services internet resource database in July, 2010

CIR plans to develop a full-fledged 2-1-1 marketing plan and 2-1-1 public launch and news-media event to take place on Friday, February 11 ("211"), 2011, officially establishing the program.

The Need:

Poverty, unemployment, lack of medical health care insurance, and homelessness are serious problems in the United States. The unemployment rate in the U. S. in 2009 was the highest in 26 years. The number of bankrupt businesses and individuals kept rising due to the financial crisis. The number of U S residents experiencing hunger was the highest in 14 years. The number of people living in poverty was the largest in 11 years. The Washington Post reported on September 11, 2009, that altogether 39.8 million Americans were living in poverty by the end of 2008, an increase of 2.6 million from that in 2007. The poverty rate in 2008 was 13.2 percent, the highest since 1998.

Statistics released by the U. S. Labor Department on November 6, 2009, showed that the unemployment rate in October, 2009 reached 10.2 percent, the highest since 1983 (The New York Times, November 6, 2009). Nearly 16 million people were jobless with 5.6 million, or 35.6 percent of the unemployed, being out of work for more than half a year (The New York Times, November 12, 2009).

The number of people without medical health insurance has kept rising for eight consecutive years. Data released by the U. S. Census Bureau on September 10, 2009, showed 46.3 million people were without medical insurance in 2008, accounting for 15.4 percent of the total population compared with 45.7 million people who were without medical insurance in 2007, which was up for the eighth year in a row.

The number of homeless individuals has been on the rise. Statistics show that by September 2008, upward of 1.6 million homeless people in the U S had been receiving shelter, and the number of those in families rose 9 percent from about 473,000 in 2007 to 517,000 in 2008 (USA Today, July 9, 2009). According to the statistics, Arizona's homeless rate as of September 2008 was 0.2 percent of the State's total population, or 12,488 people.

There are a number of human needs that are not addressed by either 9-1-1 code or police non-emergency 3-1-1 code such as housing assistance, maintaining utilities, food, finding counseling, hospice services and services for the aging, substance abuse programs, or dealing with physical or sexual abuse. As reflected in the sample human condition statistics above, the need for information about and referrals to health and human services has never been greater. Arizona is one of only three (3) States that does not have a comprehensive 24-hour Information and Referral Service Provider designated as the 2-1-1 Lead Entity. In Arizona, there is a compelling need for one single number to call to access information about and get referrals to available health and human services.

In the United States, there are several thousand non-profit organizations which provide a myriad of health and human services including services for families living in poverty, who are unemployed, those lacking health care, or who are homeless. Many low to moderate income individuals and families often find it difficult to navigate through a complex and ever-growing maze of social service agencies spending inordinate amounts of time trying to identify an agency or resource that provides a service that may be immediately or urgently required and often abandoning the search from frustration or a lack of quality information.

At the Federal, State, and local levels, government funding supports well-intended programs that are often times not fully utilized due to the lack of an easy public access to information about and referrals to such programs.

Before the FCC authorized the use of the three-digit-dialing number 2-1-1 for use by Information and Referral Services Providers nationwide in July 2000, there existed an incredible national need for a simple way to connect people in need available health and human services to these services. This action by the FCC has greatly facilitated access to needed health and human services by people in need of those services resulting in a more efficient and effective use of government, non-profit, and faith-based health and human service providers.

By dialing 2-1-1, many individuals and families may obtain information about governmental, non-profit, and faith-based organizational services that provide high quality child care, early childhood education, after school and summer programs, job training, housing, hunger and utility assistance programs, community health care clinics, domestic and homeless shelters. They can get easily connected to those programs by dialing 2-1-1. People who desire to volunteer, donate, and become involved in their communities can also contact 2-1-1 information and referral call centers to get connected. 2-1-1 Information and Referral call centers maintain comprehensive health and human service resource databases accessible on-line too.



As part of the State's effort to balance the 2009 budget, the Arizona 2-1-1 Program has been defunded and shut down as of January 2009.



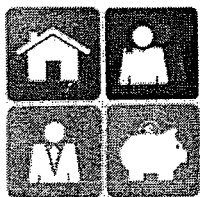
Emergency Bulletins

The Arizona Division of Emergency Management is preserving the Emergency Bulletin System at the Arizona Emergency Information Network. You can also follow them on Twitter, or on the AzEIN blog.

Health and Human Service Resources

The health and human service database is no longer accessible via az211.gov. There are a number of non-profit organizations in Arizona that provide Information and Referral services and may be able to assist you.

Feeling the Economic Crunch?



Feeling the Economic Crunch? is a resource for Arizonans experiencing challenges associated with the economic downturn. The information available provides residents access to mortgage assistance, job training and placement, family health and counseling, and financial tips on how to make your dollars stretch

farther. The *Crunch* campaign is now hosted by Valley of the Sun United Way.

The United Way has also established a special fund to help deal with the current

Economic Crunch in Arizona. Donations will help organizations in your community providing basic needs assistance, such as rent, mortgage, utilities and food. You can help families in your community by making a contribution. GIVE to your local United Way.

Vulnerable Populations Toolkit

The Vulnerable Populations Toolkit is in the process of being moved to a new website but can be temporarily accessed at: <http://vptoolkit.blogspot.com/>

Once the Toolkit is published again this page will be updated with the new URL.

Download the Health and Human Service Database

As a service to the public, the information previously contained within the AZ 2-1-1 database of health and human services is being made available for download:

- Agency Table
- Program Table
- Service Table

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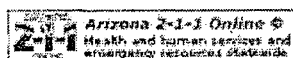
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In 2004, the Governor's Council on 2-1-1 created an implementation plan to properly disseminate information about emergencies and disasters in Arizona, including public health and safety advisories, homeland security alerts and disaster relief. The 2-1-1 system was a statewide system to give the public easier access to community, social service and homeland security information and referrals.



Arizona 2-1-1

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In 2008 the 2-1-1- project was terminated.

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211 System Gets Boost in Arizona

Mar 15, 2004, By Mark Struckman

Arizona Governor Janet Napolitano has issued an executive order to create a decentralized system of 211 call centers within the state. The Governor is bringing together key state and community leaders in an effort to jump start the creation of a 211 network.

211 is the three digit number reserved for community service referrals. It is expected that the Governor's move will allow these call centers to come online faster. Government suppliers should look for opportunities to assist the state and local governments in Arizona with call center development and build out.

Arizona's efforts may get a boost if S. 1630, a bill sponsored by Senator Hillary Clinton becomes law. The bill will provide \$200 million to fund the buildout of 211 systems across the country.

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Executive Order 2004-03
Establishing the Governor's Council on 2-1-1 and the Governor's 2-1-1
Community Advisory Committee

WHEREAS, a 2-1-1 multi-tiered plan to establish a system to facilitate the public's access to community, social service and disaster prevention and response information is needed in the State of Arizona; and

WHEREAS, establishing a coordinated system at a statewide level to ease the public's ability to access these vital services is a critical component of Arizona's efforts to disseminate information and respond to critical incidents including those related to Arizona's homeland security; and

WHEREAS, a fully integrated 2-1-1 system will allow the public and social service providers to access information about various social services through a single information network by dialing 2-1-1 or accessing an Internet website housing a comprehensive database of resources statewide;

NOW, THEREFORE, I, Janet Napolitano, Governor of the State of Arizona, by virtue of the authority vested in me by the Constitution and laws of this State, hereby order and direct as follows:

1. The *Governor's Council on 2-1-1* is created to implement a multi-tiered response and information plan in the State of Arizona.
2. The *Governor's Council on 2-1-1* shall be chaired by the Governor of the State of Arizona, and in his/her absence, by the Director of the Government Information Technology Agency, each of whom shall have the power to convene the *Governor's Council on 2-1-1*.
3. The *Governor's Council on 2-1-1* shall be comprised of the following nine (9) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
 - Director, Government Information Technology Agency;
 - Director, Governor's Office of Homeland Security;
 - Director, Department of Economic Security;
 - Director, Department of Health Services;
 - Director, Department of Environmental Quality;
 - Director, Governor's Office for Children, Youth and Families;
 - Director, Department of Public Safety;
 - Director, Department of Transportation; and

- Director, Arizona Health Care Cost Containment System.
4. Members of the *Governor's Council on 2-1-1* shall attend meetings, vote in person and not send designees to attend meetings in their place.
 5. The *Governor's Council on 2-1-1* shall develop and oversee the implementation of a statewide 2-1-1 system, including, among other things:
 - Defining the processes, protocols and policies governing the implementation, management and ongoing operations of the state's 2-1-1 system;
 - Establishing standards for the creation of the state's 2-1-1 system and its call center(s) operations;
 - Identifying and maximizing the leveraging of resources to establish and sustain the state's 2-1-1 system;
 - Assisting Arizonans in accessing critical health and safety information in times of emergency;
 - Establishing 2-1-1 call center(s) that will ensure the prompt and efficient dissemination of information by highly trained call center representatives;
 - Integrating the 2-1-1 system with other public safety, homeland security and social service initiatives;
 - Working with the Arizona Corporation Commission and telecommunication providers to establish statewide 2-1-1 service that is free to the public;
 - Meeting quarterly with, and considering the recommendations on the items listed above of, the *Governor's 2-1-1 Community Advisory Committee*.
 6. The *Governor's 2-1-1 Community Advisory Committee* (the "*Community Advisory Committee*") is hereby created. The Director of the Government Information Technology Agency, who shall have the power to convene the *Community Advisory Committee* and report on its activities and recommendations to the *Governor's Council on 2-1-1*, shall chair the *Community Advisory Committee*.
 7. The *Community Advisory Committee* shall be comprised of the following ten (10) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
 - One representative from the City of Phoenix;
 - One representative from the City of Tucson;
 - One representative from a county government with a large urban population;
 - One representative from a recognized tribal sovereign nation in the State of Arizona;
 - Two representatives from rural city or county governments;

- One representative from an organization that currently funds Information and Referral/2-1-1 systems;
- One representative from an existing Information and Referral provider;
- One representative from a nonprofit organization that coordinates service providers; and
- One representative from a nonprofit organization that coordinates disaster relief delivery.

8. The *Community Advisory Committee* shall:

- Meet at least quarterly with the *Governor's Council on 2-1-1*;
- Convey to the *Governor's Council on 2-1-1* information pertinent to impact on select populations of the proposed 2-1-1 plan and its implementation;
- Make recommendations about items detailed above as directed by the *Governor's Council on 2-1-1*; and
- Assist the *Governor's Council on 2-1-1*, and others as appropriate, in reaching out to local communities regarding the state's 2-1-1 initiative.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Arizona.

GOVERNOR

DONE at the Capital in Phoenix, Arizona this ____ day of February Two Thousand Four.

ATTEST:

SECRETARY OF STATE

EXECUTIVE ORDERS, PROCLAMATIONS OF
GENERAL APPLICABILITY, AND STATEMENTS
ISSUED BY THE GOVERNOR
PURSUANT TO A.R.S. § 41-1013(B)(3)

The Administrative Procedure Act (APA) requires the full-text publication of all Executive Orders and Proclamations of General Applicability issued by the Governor. In addition, the *Register* shall include each statement filed by the Governor in granting a commutation, pardon or reprieve, or stay or suspension of execution where a sentence of death is imposed. With the exception of egregious errors, content (including spelling, grammar, and punctuation) of these orders has been reproduced as submitted.

EXECUTIVE ORDER 2005-29

ESTABLISHING THE GOVERNOR'S COUNCIL ON 2-1-1
AND THE GOVERNOR'S 2-1-1 COMMUNITY ADVISORY COMMITTEE
(AMENDING EXECUTIVE ORDER 2004-03)

[M05-354]

WHEREAS, a fully-implemented 2-1-1 system combines information from a wide variety of health, human service and emergency resource providers via a single information network that can easily be accessed by caseworkers and the public at large on a daily basis and in emergencies; and

WHEREAS, pursuant to Executive Order 2004-03, the *Governor's Council on 2-1-1 and the 2-1-1 Community Advisory Committee* were created to oversee and advise, respectively, on the implementation of a statewide 2-1-1 system; and

WHEREAS, the Governor's Strategic Plan for Implementing 2-1-1 in Arizona calls for phased implementation of 2-1-1; and

WHEREAS, in Phase I, the State developed a statewide, web-enabled database system - Arizona 2-1-1 Online at www.az211.gov - as the foundation for 2-1-1; and

WHEREAS, in Phase II, call centers will be established to provide information and referrals to the public via telephone by dialing 2-1-1; and

WHEREAS, additional members are needed on the *Governor's Council on 2-1-1 and the 2-1-1 Community Advisory Committee* to ensure the success of the 2-1-1 Phase II efforts;

NOW, THEREFORE, I, Janet Napolitano, Governor of the State of Arizona, by virtue of the authority vested in me by the Constitution and laws of this State, hereby order and direct as follows:

1. The *Governor's Council on 2-1-1* shall, at a minimum and from this date forward, be comprised of the following thirteen (13) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
 - Director, Government Information Technology Agency;
 - Director, Governor's Office of Homeland Security;
 - Director, Department of Economic Security;
 - Director, Department of Health Services;
 - Director, Department of Environmental Quality;
 - Director, Governor's Office for Children, Youth and Families;
 - Director, Department of Public Safety;
 - Director, Department of Transportation;
 - Director, Arizona Health Care Cost Containment System;
 - Director, Department of Emergency and Military Affairs;
 - Director, Department of Housing;
 - Director, Department of Administration; and
 - Director, Commission on Indian Affairs.

2. Members of the Governor's Council on 2-1-1 may, with the Governor's permission, send designees to serve on the

Arizona Administrative Register / Secretary of State
Governor's Executive Orders/Proclamations

Council; provided, however, that such designees shall have been delegated by the member with full authority to vote and otherwise act on behalf of the member.

3. The *Community Advisory Committee* shall, at a minimum, be comprised of the following sixteen (16) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
- One representative from the City of Phoenix;
 - One representative from the City of Tucson;
 - One representative from a county government with a large urban population;
 - One representative from a recognized tribal sovereign nation or an organization representing tribal governments in the State of Arizona;
 - Two representatives from rural city or county governments;
 - Two representatives from nonprofit organizations that coordinate disaster relief delivery;
 - One representative from an organization that currently funds Information and Referral/2-1-1 systems;
 - One representative from an existing Information and Referral provider;
 - One representative from a nonprofit organization that coordinates service providers;
 - One representative from the business community;
 - One representative from the philanthropic community; and
 - Three at large members.
4. All other provisions of Executive Order 2004-03 not consistent with the foregoing shall remain in full force and affect as set forth therein

IN WITNESS THEREOF, I have hereunto set my hand and caused to be affixed the
Great Seal of the State of Arizona.

Janet Napolitano
GOVERNOR

DONE at the Capitol in Phoenix on this 20th day of October in the Year Two Thousand
and Five and of the Independence of the United States of America the Two Hundred and
Thirtieth.

ATTEST:

Janice K. Brewer
SECRETARY OF STATE

1 **BEFORE THE ARIZONA CORPORATION COMMISSION**

2 KRISTIN K. MAYES

Chairman

3 GARY PIERCE

Commissioner

4 PAUL NEWMAN

Commissioner

5 SANDRA D. KENNEDY

Commissioner

6 BOB STUMP

Commissioner

7
8 IN THE MATTER OF THE APPLICATION
9 OF COMMUNITY INFORMATION &
10 REFERRAL FOR DESIGNATION AS THE
11 2-1-1 SERVICE PROVIDER AND LEAD
12 ENTITY IN THE STATE OF ARIZONA
13 FOR 24/7 INFORMATION AND
14 REFERRAL ACCESS TO HEALTH AND
15 HUMAN SERVICES

DOCKET NO. T-00000A-10-0017

DECISION NO. _____

ORDER

13
14 Open Meeting
15 July 27 and 28, 2010
16 Phoenix, Arizona

17 BY THE COMMISSION:

18 **FINDINGS OF FACT**

19 1. On January 19, 2010, Utilities Division's Staff opened this docket at the directive of
20 the Arizona Corporation Commission ("Commission") in order to treat a letter from Community
21 Information & Referral ("CIR") as an Application by CIR for designation as "the 2-1-1 Service
22 Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health
23 and human services.

24 2. In the Application, CIR requests that the Commission establish by order that CIR is
25 the 2-1-1 Service Provider and Lead Entity in the State of Arizona for 24/7 information and
26 referral access to health and human services. According to the Application, Arizona needs the
27 three-digit number 2-1-1 to help people in need access health and human services quickly.
28 Arizona is one of three (3) states without a 2-1-1 call dialing designate to access the information
and referral system for needed health and human service resources.

3. N-1-1 codes or abbreviated dialing codes are three-digit dialing codes (e.g. 2-1-1 or 5-1-1) that enable the caller to connect to a subscriber that otherwise would be accessible only via a seven or ten-digit telephone number. The first digit of a N-1-1 code can be any digit other than 1 or 0. The network must be pre-programmed in order for the three-digit code to be translated into the appropriate seven or ten-digit phone number and the call routed accordingly. There are only eight possible N-1-1 codes, namely:

- 211- Community Information and Referral Services
- 311 - Non-emergency police and other Government Services
- 411 - Directory Assistance
- 511 - Traveler Information Services
- 611 - LEC repair and business offices
- 711 - Telecommunications Relay Services
- 811 - Blue Stake
- 911 - Emergency Services

4. On July 21, 2000, the Federal Communications Commission ("FCC"), in its Third Report and Order and Order on Reconsideration ("FCC 00-256") assigned the abbreviated dialing code 2-1-1 for access to community information and referral services and assigned the abbreviated dialing code 5-1-1 for traveler information services. According to FCC 00-256, "[i]ndividuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 9-1-1 for emergency assistance or 3-1-1 for non-emergency police assistance...a public need exists for an easy to use, easy to remember N-1-1 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance." By reserving "2-1-1" for community information and referral services, individuals will have a single number (2-1-1 in all geographic locations nationwide) to dial in order to be directed to the appropriate agency to meet their needs. Only community information and referral service providers are authorized to use and subscribe to 2-1-1 service.

5. The FCC directed that, when a provider of telecommunications services receives a request from an entity (e.g., CIR) to use 2-1-1 for access to community information and referral services, the telecommunications provider must: (1) ensure that any entities that were using 2-1-1

1 at the local level, prior to the effective date of the Order assigning 2-1-1 to community and
2 information referral services, relinquish use of the code for non-compliant services, and (2) take
3 any steps necessary (such as reprogramming switch software) to complete 2-1-1 calls from its
4 subscribers to the requesting entity in its service area. The FCC expects community service
5 organizations to work cooperatively to ensure the greatest public use of this scarce resource.

6 6. In Decision No. 64086, dated October 4, 2001, the Commission approved Qwest
7 Corporation's ("Qwest") tariff for 7-1-1 service, with the non-recurring and recurring charges set
8 at zero; and in Decision No. 65047, dated July 24, 2002, the Commission approved Qwest's tariff
9 for N-1-1 services (2-1-1, 3-1-1 and 5-1-1), with the non-recurring and recurring rates set at
10 Qwest's filed Total Service Long-Run Incremental Cost. The 2-1-1 tariff provides the subscriber
11 (e.g. an association of social service agencies) with the ability to have calls to 2-1-1 routed to a
12 location based on the location of the caller. In this example, the association of social service
13 agencies would be the subscriber who is responsible for the actual implementation of the referral
14 service and for the payment of Qwest charges for the services. Current one-time charges for 2-1-1
15 Service are \$162.41 per number to which 2-1-1 calls are routed and \$18.17 for each central office
16 switch translation (programming to turn the 2-1-1 into a real seven or ten -digit telephone number).
17 In addition, a per call charge of \$0.0012 applies. Qwest is responsible for the routing of "2-1-1"
18 calls to the appropriate seven or ten -digit number based on the parameters provided by the
19 subscriber. As stated above, the subscriber will be responsible for the payment of these charges
20 with funds provided by the subscriber. There is no charge to an end user for a call to 2-1-1.

21 7. In 2004, Governor Janet Napolitano issued Executive Order 2004-03 to create a
22 decentralized system of 2-1-1 call centers within the State. The Executive Order established the
23 Governor's Council on 2-1-1 and the Governor's 2-1-1 Community Advisory Committee. The
24 Governor's Council was comprised of nine members which included the Directors of various state
25 governmental agencies. The Governor's Advisory Committee on 2-1-1 was comprised of ten
26 members from various cities, nonprofit entities, county government, and rural and tribal
27 representation as well. CIR participated in this effort. However, the Arizona 2-1-1 Program was
28 apparently defunded and shut down as of January 2009. Nonetheless, CIR commits to work with

1 the 2-1-1 Council and 2-1-1 Committee in the event they are reestablished or receive new funding
2 at some point in the future, to address any concerns or issues that may arise in the provision of
3 2-1-1 service in the State of Arizona.

4 8. Based on the information provided in this docket (including the numerous
5 comments filed in the docket in support of CIR) and from Staff' review of other available material
6 regarding 2-1-1 information and referral service, Staff concludes that public interest would be
7 served by designating CIR as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona
8 for 24/7 information and referral access to health and human services. CIR provides information
9 and referral services statewide and has already subscribed to 2-1-1 in all Qwest territory within the
10 State. Designating CIR as the 2-1-1 Service Provider, would efficiently bring community
11 information and referral services to those who need them, providing a network for people to get
12 access readily to assistance by dialing 2-1-1. 2-1-1 is to health and human services as 9-1-1 is to
13 life/death emergency service. Designating CIR as the Lead Entity in Arizona, would enable CIR
14 qualify for federal funding under the "Call for Act of 2009".

15 9. Therefore, Staff recommends that the Commission designate CIR as "the 2-1-1
16 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access
17 to health and human services.

18 10. Staff also recommends that to provide 2-1-1 access to end users in an Independent
19 Local Exchange Companies ("ILEC") territory or to a Competitive Local Exchange Companies
20 ("CLEC") end user, CIR be required to make appropriate arrangements with the ILEC or CLEC
21 serving that territory.

22 11. Staff further recommends that CIR be required to provide 2-1-1 information and
23 referral service at no charge to end users.

24 12. Staff further recommends that CIR, as the 2-1-1 lead entity for the State of Arizona,
25 be required to file in docket control, a copy of all the reports that are required by the federal
26 government (pertaining to the lead entity designation) on the program(s) funded by the federal
27 government, not later than 60 days after the end of each fiscal year.

28

13. Staff also recommends that CIR be required to engage in public service announcements or education informing end users of the availability of 2-1-1 information and referral service in the State of Arizona.

14. Finally, Staff recommends that CIR be encouraged to work with the 2-1-1 Council and 2-1-1 Committee established in Executive Order 2004-03, in the event they are reestablished or receive new funding at some point in the future, to address any concerns or issues that may arise in the provision of 2-1-1 services in the State of Arizona.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter of this Application.

2. The Commission, having reviewed the application and Staff's Memorandum dated July 14, 2010, concludes that Staff's recommendations are reasonable and should be adopted.

ORDER

IT IS THEREFORE ORDERED that the application by Community Information & Referral for designation as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services be and hereby is approved, as discussed herein.

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1 IT IS FURTHER ORDERED that Community Information & Referral shall comply with
2 the Staff recommendations set forth in Findings of Fact Nos. 9, 10, 11, 12, 13 and 14.

3 IT IS FURTHER ORDERED that this Decision shall become effective immediately.

4
5 **BY THE ORDER OF THE ARIZONA CORPORATION COMMISSION**
6

7 _____
8 CHAIRMAN

COMMISSIONER

9
10 _____
11 COMMISSIONER

COMMISSIONER

COMMISSIONER

12 IN WITNESS WHEREOF, I, ERNEST G. JOHNSON,
13 Executive Director of the Arizona Corporation Commission,
14 have hereunto, set my hand and caused the official seal of
15 this Commission to be affixed at the Capitol, in the City of
16 Phoenix, this _____ day of _____, 2010.

17 _____
18 ERNEST G. JOHNSON
19 EXECUTIVE DIRECTOR

20 DISSENT: _____

21 DISSENT: _____
22

23 SMO:BNC:lhmmAS
24
25
26
27
28

1 SERVICE LIST: Community Information & Referral
2 DOCKET NO. T-00000A-10-0017

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4 President and CEO
5 Community Information & Referral
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7 Phoenix, Arizona 85004

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